

Application No. 09/823,991
Amendment dated: February 10, 2004
Reply to Office Action dated November 10, 2003

Page 17 of 43

Amendments to the Drawings:

Attached are sheets replacing all the drawings currently on file. Sheets 1 -23, containing Figures 1 -23 are attached at the Appendix, and replace original sheets 1 - 23.

Line weights have been increased in all the drawings.

The attached sheets include changes to Figures 1, 3, 4, 5, 14, 15A, 15B, 16, 18, 21, 22 and 23.

In Figure 1, reference numeral 400 has been amended to 500, in accordance with the description.

In Figure 3, reference numerals 132, 134 and 136 have been deleted.

In Figure 4, the blocks have been labelled "Policy Pointer ID" and Specific Policy Instance", in accordance with the description.

In Figure 5, the line 129A has been extended to properly attach to policy 124A, in accordance with the description.

In Figure 14, reference numerals 120C, 120D and 120D have been amended to 120C, 120D and 120, and quotation marks have been added to the destinations, in accordance with the description.

In Figure 15A, quotation marks have been added to the destinations, in accordance with the description.

In Figure 15B, reference numeral 12B has been amended to 112X, and quotation marks have been added to the destinations, in accordance with the description.

In Figure 16, quotation marks have been added to the destinations, in accordance with the description.

In Figure 18, reference numerals 112E, 112F, 114M and 114N have been added to the destination and node agents, respectively. The blocks representing policy 120 and device agent 116 have been switched, in accordance with the description, and the block 120D has been deleted, as it is no longer described.

In Figure 21, the arrows connecting blocks have been made double ended, in accordance with the description.

In Figure 22, communication record 170 has been joined to agent 110, in accordance with the description.

In Figure 23, event T has been encircled to correspond to the event depiction in Figure 22, and arrows linking the event T, the agent 110 and table 198 have been added, in accordance with the description.

Attachment:

Replacement Sheet(s) 1 through 23 of 23.

Application No. 09/823,991
Amendment dated: February 10, 2004
Reply to Office Action dated November 10, 2003

Page 21 of 43

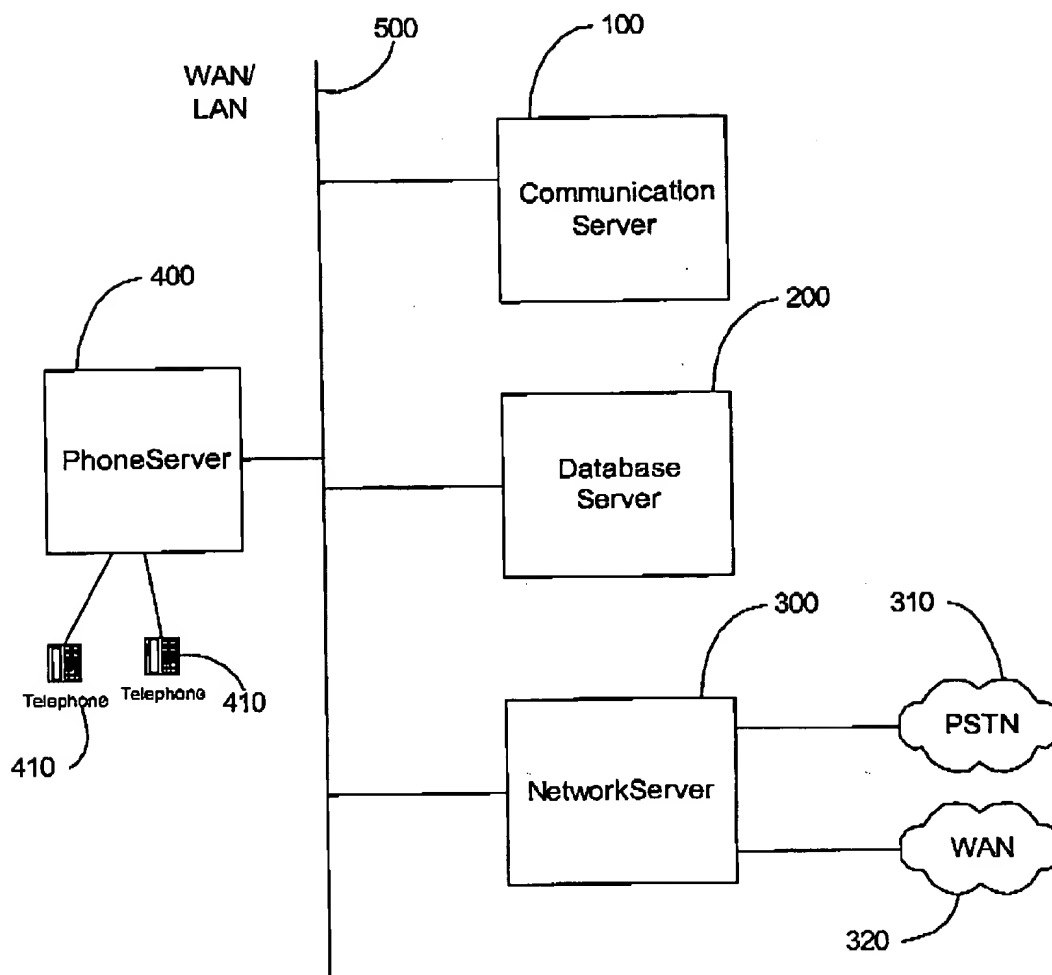
Appendix

Figure 1 (Prior Art)

Application No. 09/823,991
Amendment dated: February 10, 2004
Reply to Office Action dated November 10, 2003

Page 22 of 43

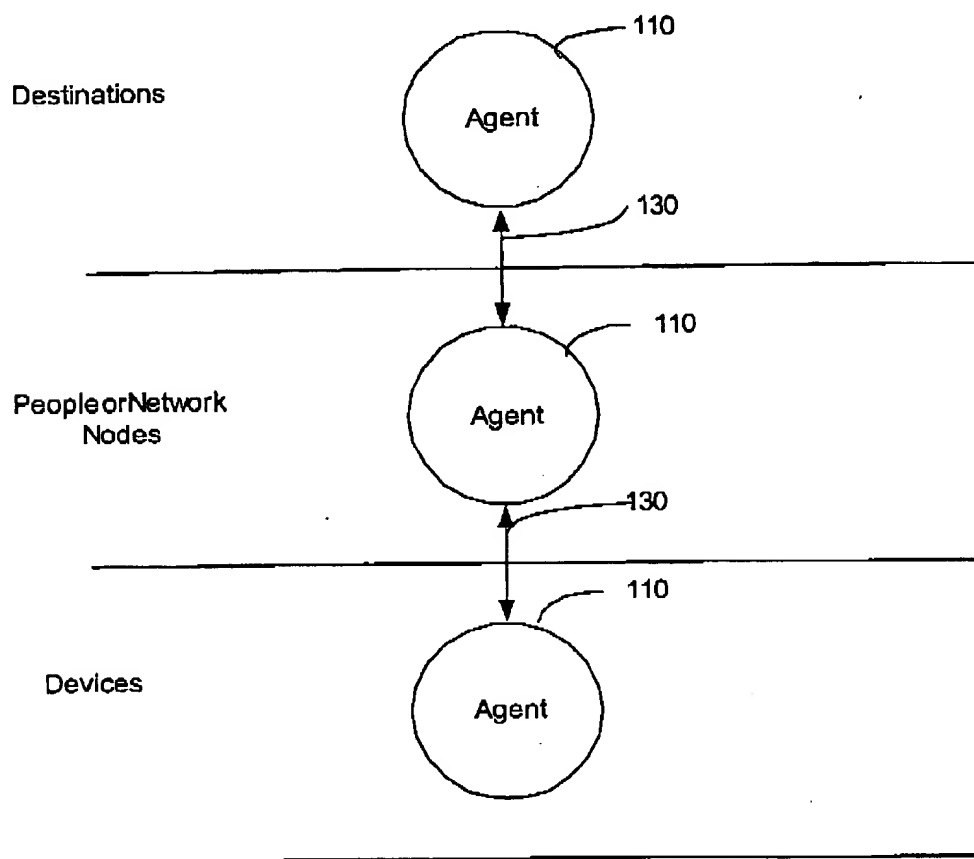


Figure 2

Application No. 09/823,991
Amendment dated: February 10, 2004
Reply to Office Action dated November 10, 2003

Page 23 of 43

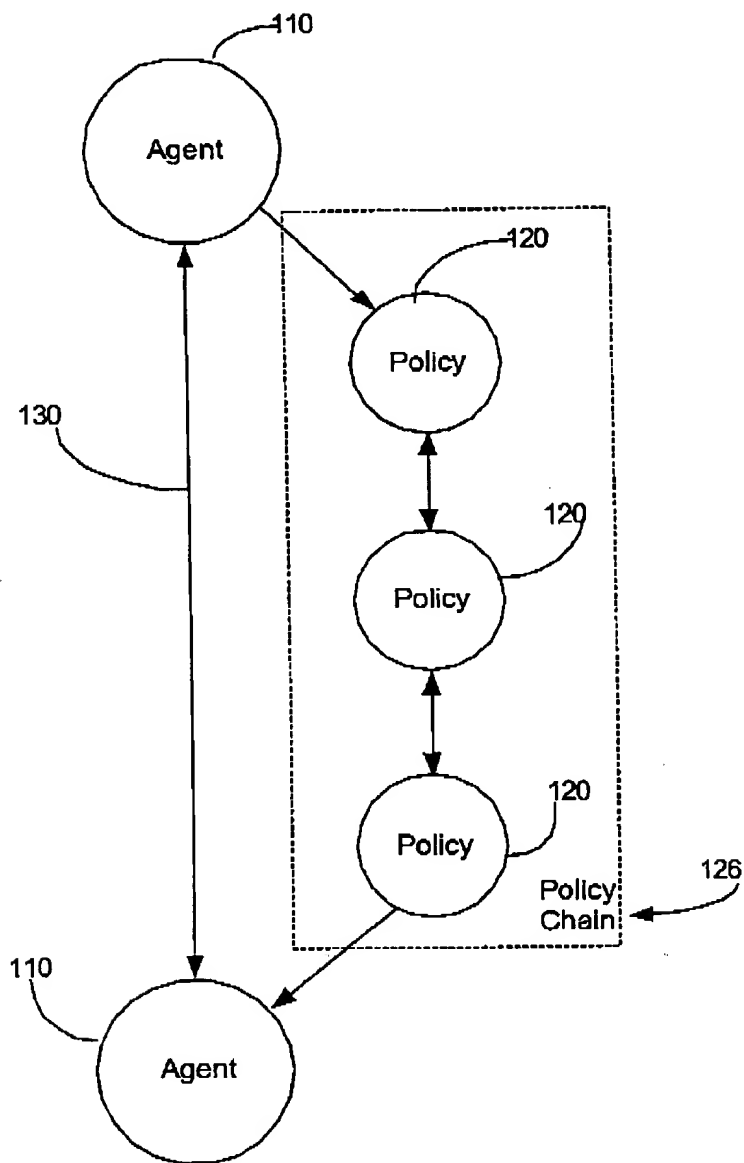


Figure 3

Application No. 09/823,991
Amendment dated: February 10, 2004
Reply to Office Action dated November 10, 2003

Page 24 of 43

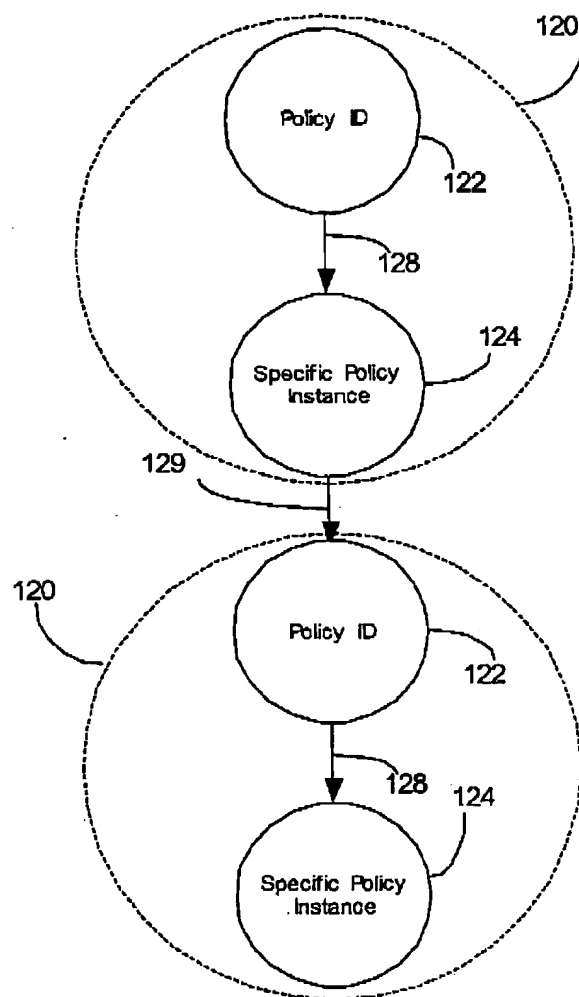


Figure 4

Application No. 09/823,991
Amendment dated: February 10, 2004
Reply to Office Action dated November 10, 2003

Page 25 of 43

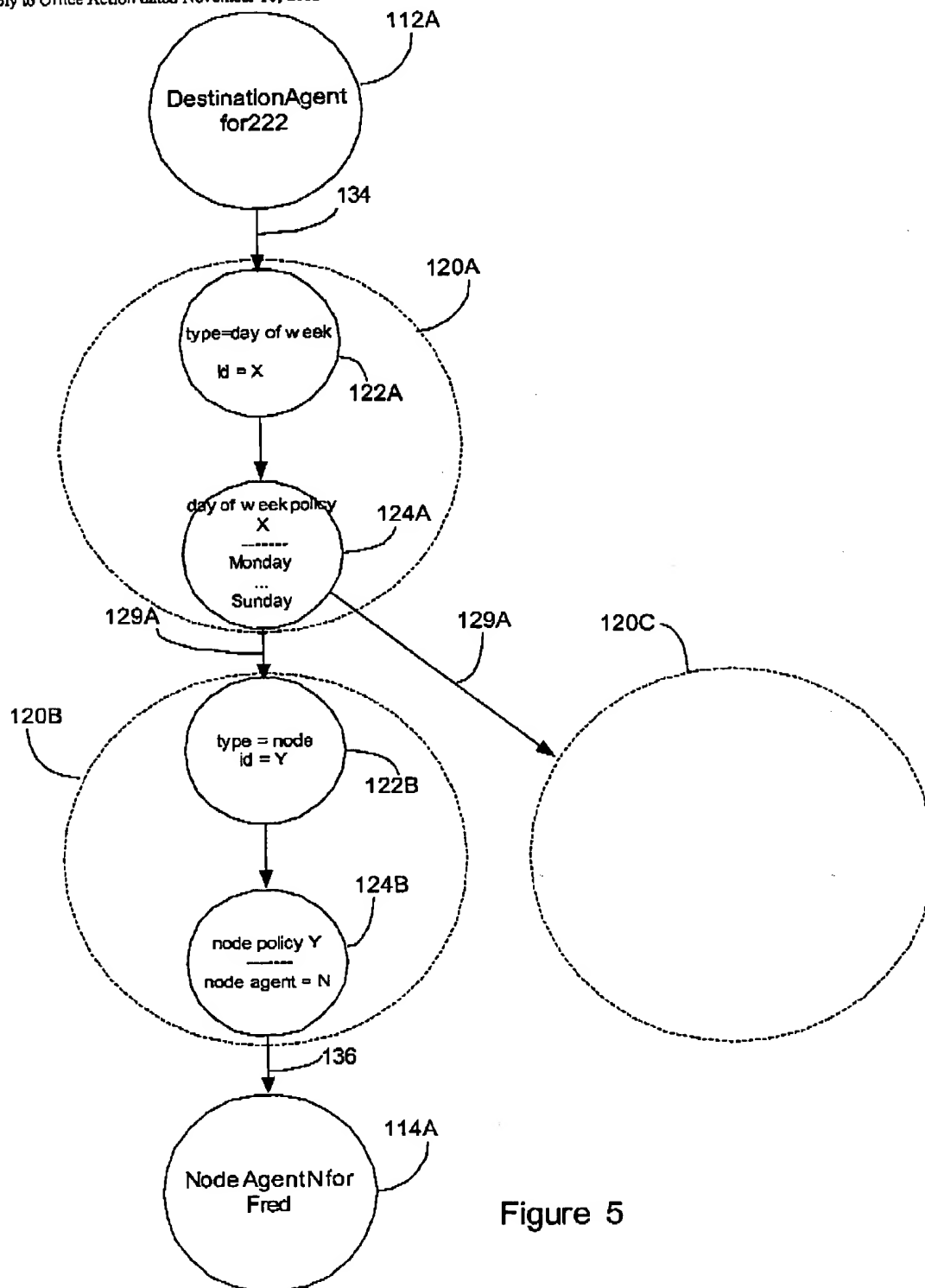


Figure 5

Application No. 09/823,991
Amendment dated: February 10, 2004
Reply to Office Action dated November 10, 2003

Page 26 of 43

Types of Policy in Policy ID:

- Time of Day Policy
- Day of Week Policy
- Date Policy
- Calling Line ID Policy
- Group Policy
- Node Policy
- Device Policy

Figure 6A

Policies In Policies

Selection Policy in Group Policy:

- terminal
- circular
- broadcast
- longest idle

Destination Policy in Node Policy

- based on which destination was used to reach this node can choose a different policy path

Figure 6B

Application No. 09/823,991
Amendment dated: February 10, 2004
Reply to Office Action dated November 10, 2003

Page 27 of 43

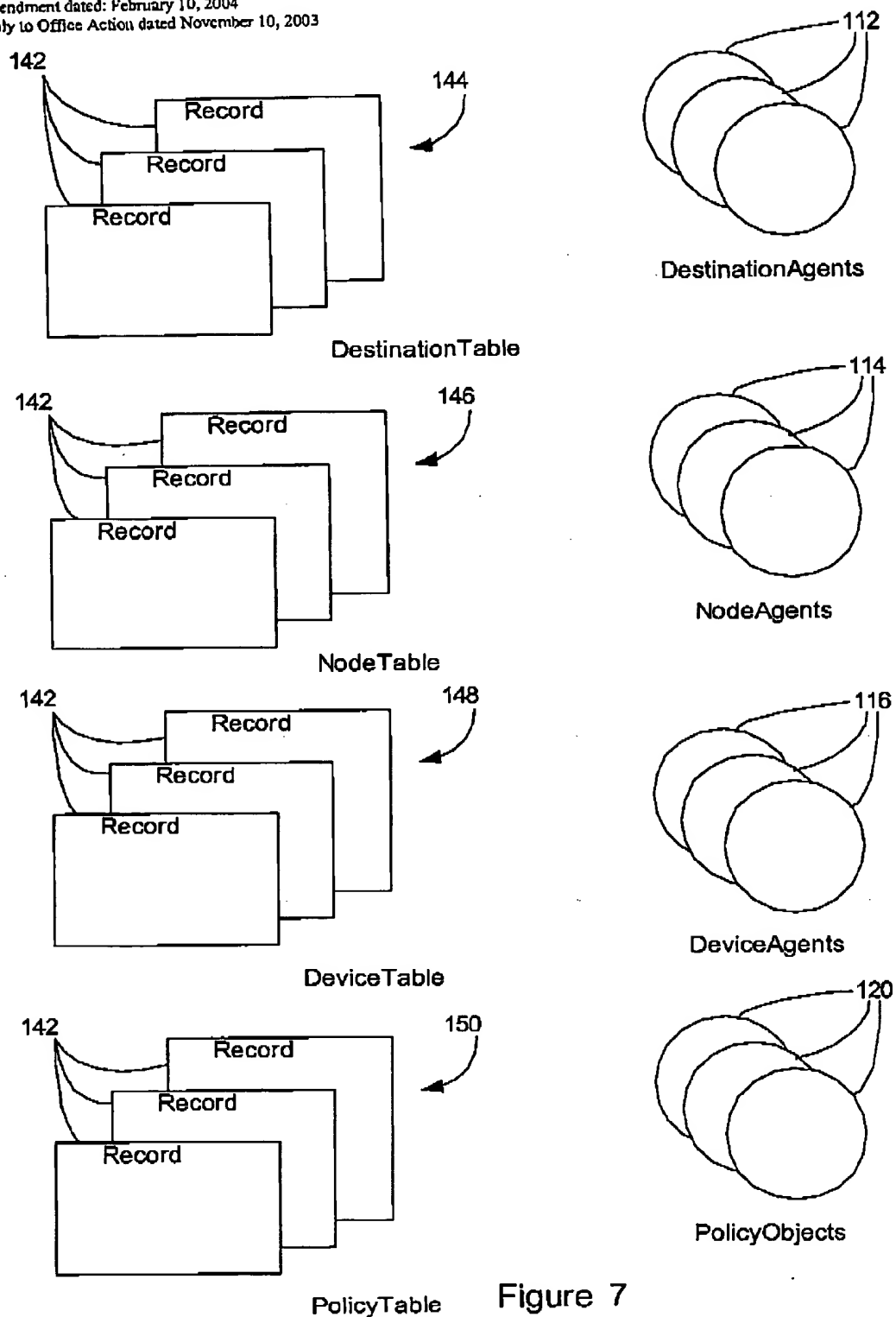


Figure 7

Application No. 09/823,991
Amendment dated: February 10, 2004
Reply to Office Action dated November 10, 2003

Page 28 of 43

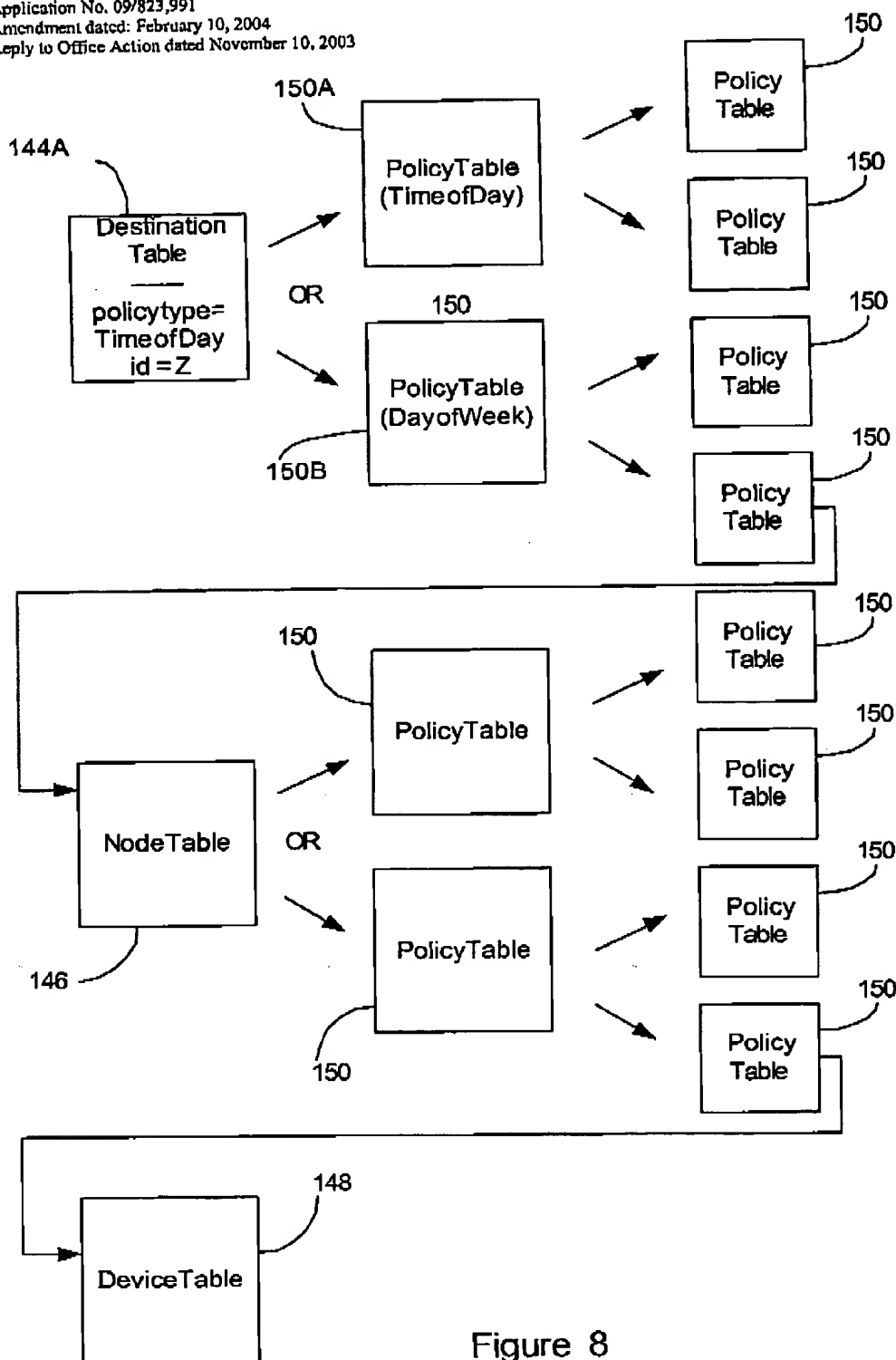


Figure 8

Application No. 09/823,991
Amendment dated: February 10, 2004
Reply to Office Action dated November 10, 2003

Page 29 of 43

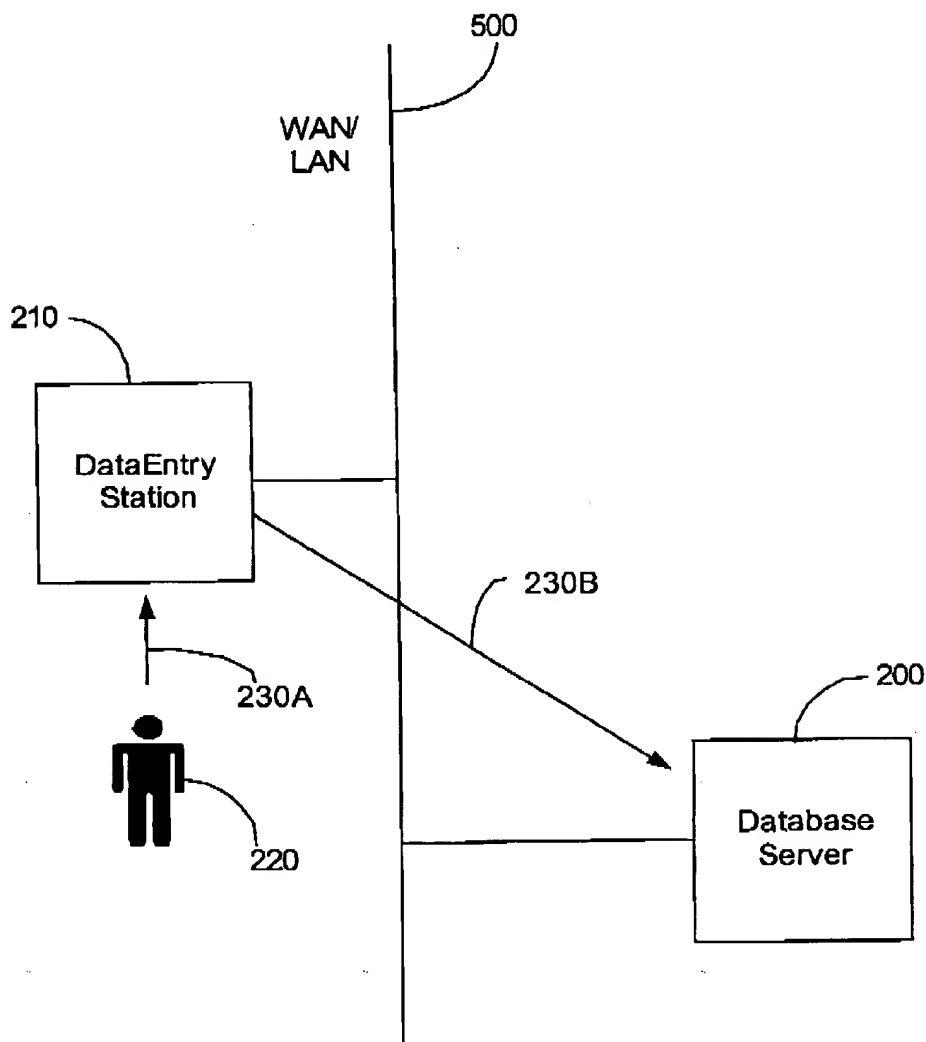


Figure 9

Application No. 09/823,991
Amendment dated: February 10, 2004
Reply to Office Action dated November 10, 2003

Page 30 of 43

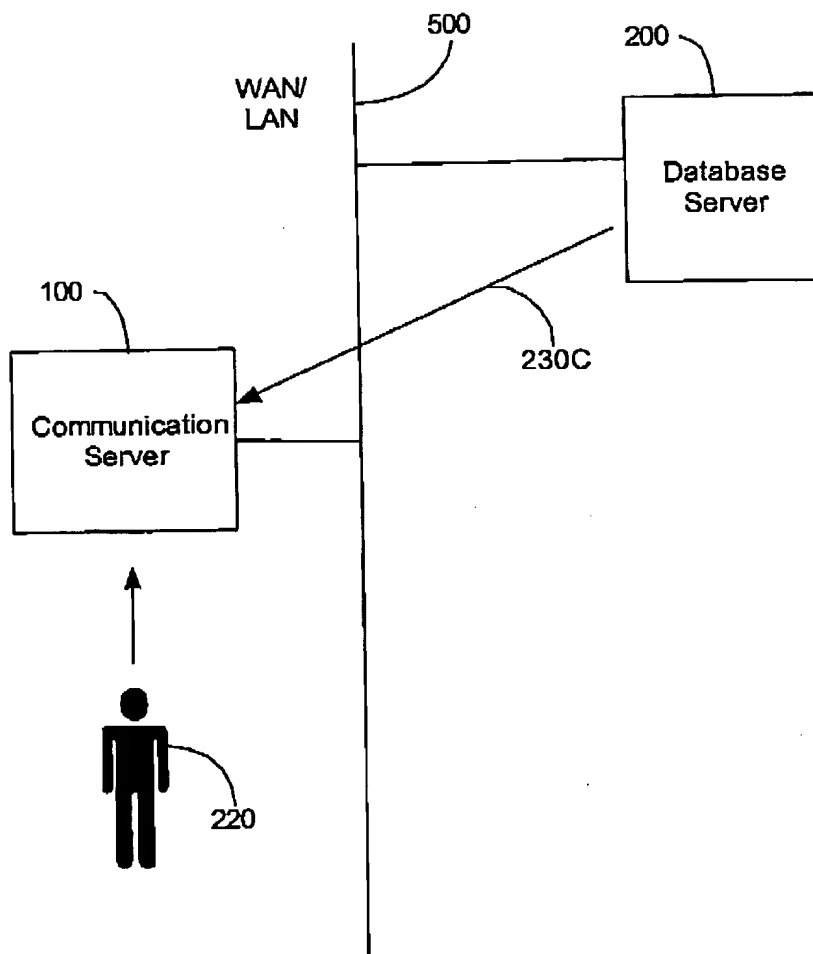


Figure 10

Application No. 09/823,991
Amendment dated: February 10, 2004
Reply to Office Action dated November 10, 2003

Page 31 of 43

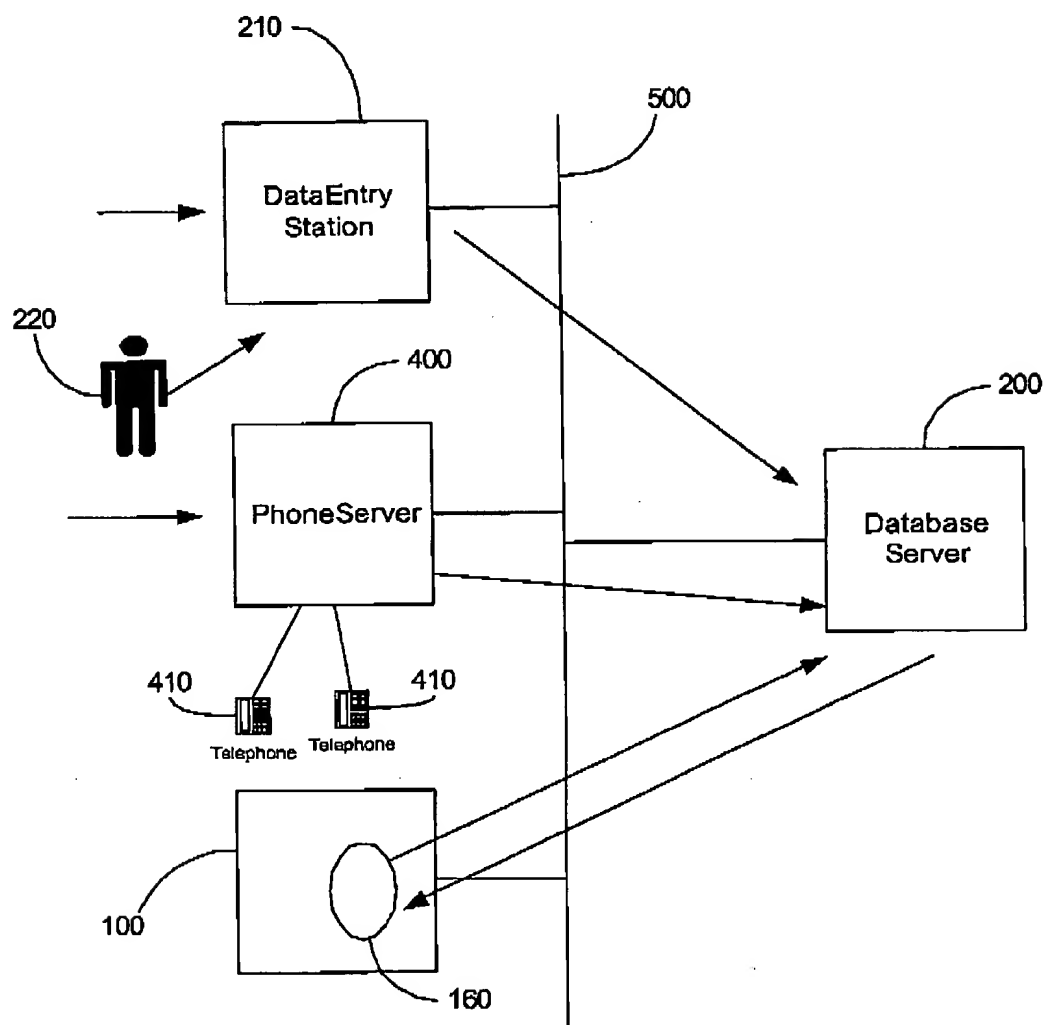


Figure 11

Application No. 09/823,991
Amendment dated: February 10, 2004
Reply to Office Action dated November 10, 2003

Page 32 of 43

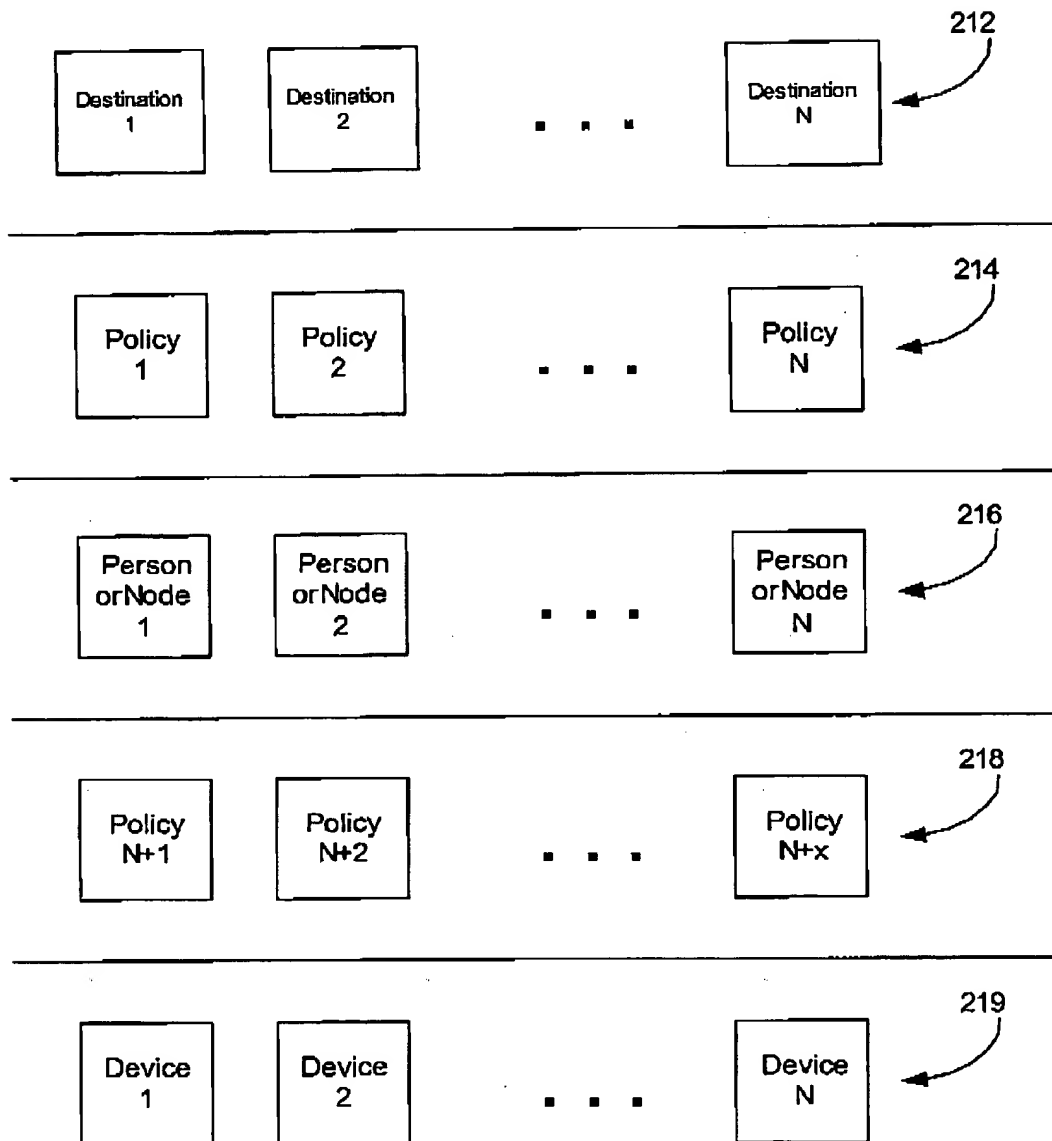


Figure 12

Application No. 09/823,991
Amendment dated: February 10, 2004
Reply to Office Action dated November 10, 2003

Page 33 of 43

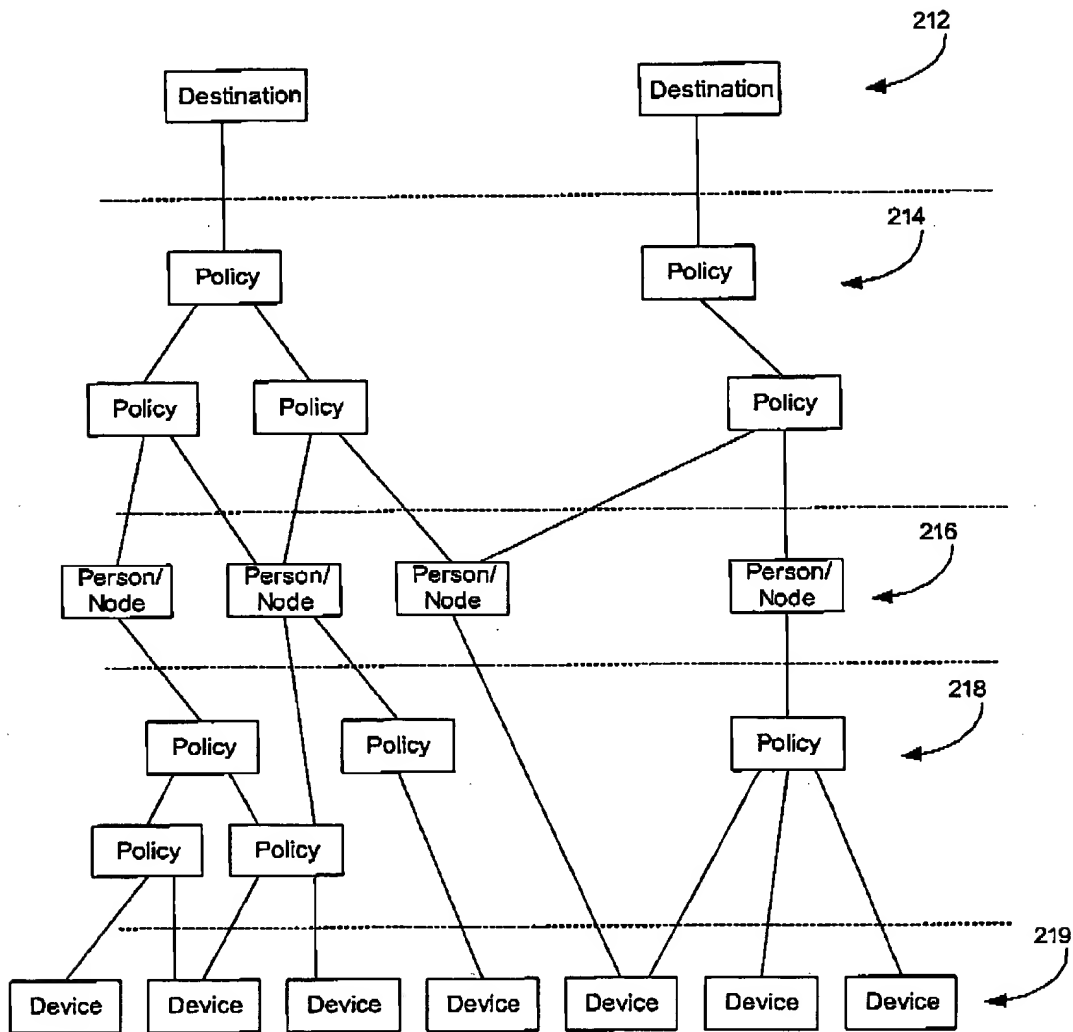


Figure 13

Application No. 09/823,991
Amendment dated: February 10, 2004
Reply to Office Action dated November 10, 2003

Page 34 of 43

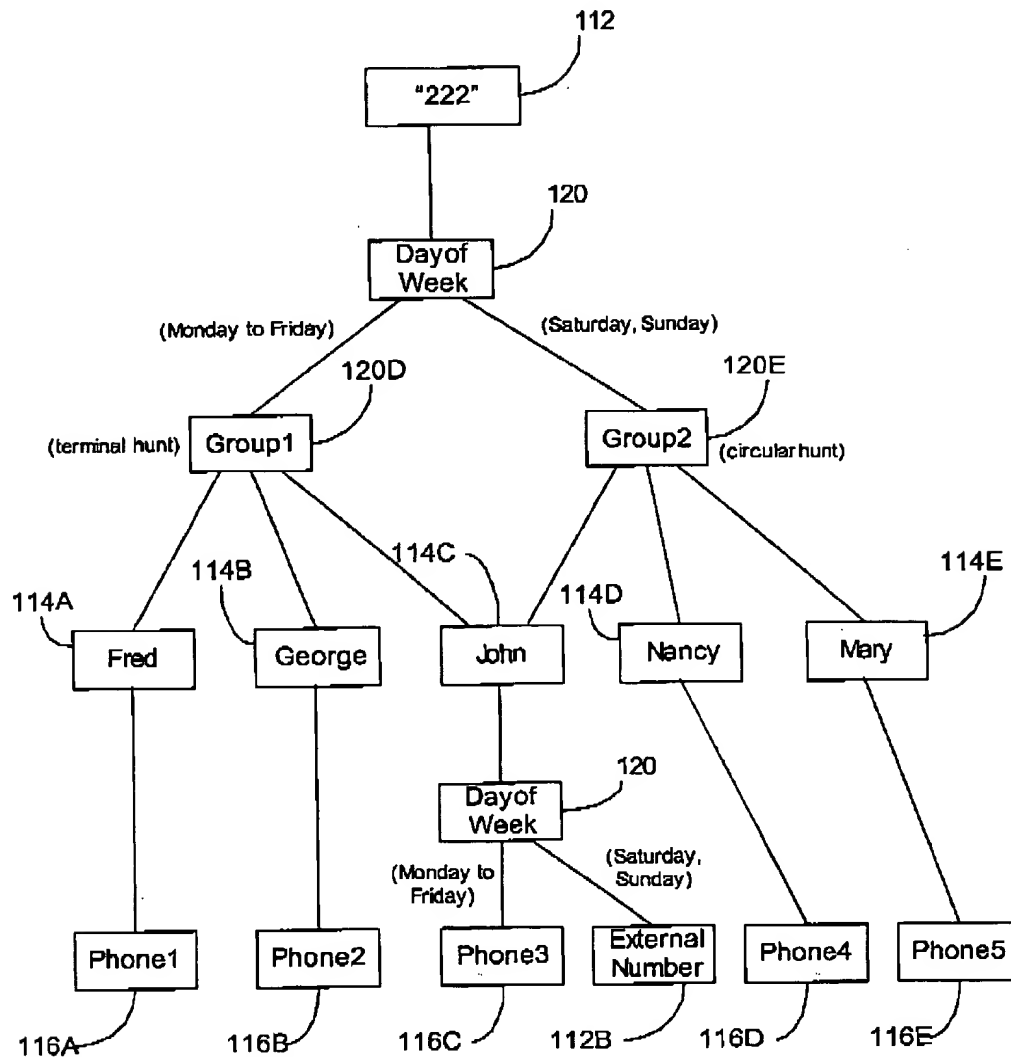


Figure 14

Application No. 09/823,991
Amendment dated: February 10, 2004
Reply to Office Action dated November 10, 2003

Page 35 of 43

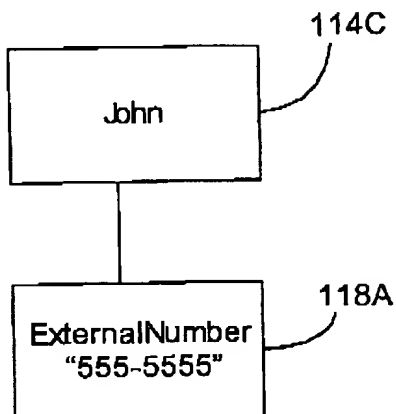


Figure 15A

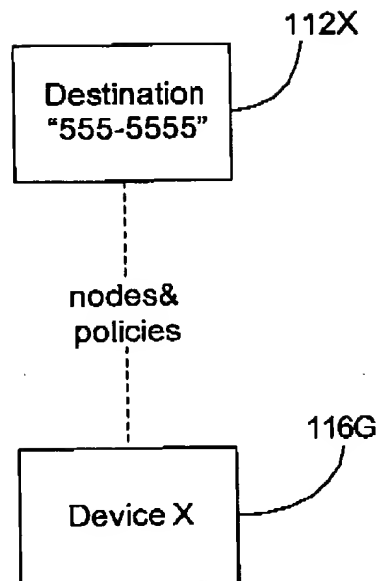


Figure 15B

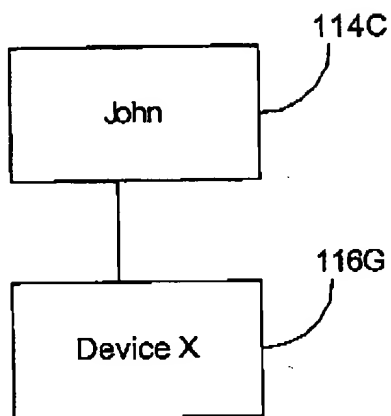


Figure 15C

Application No. 09/823,991
Amendment dated: February 10, 2004
Reply to Office Action dated November 10, 2003

Page 36 of 43

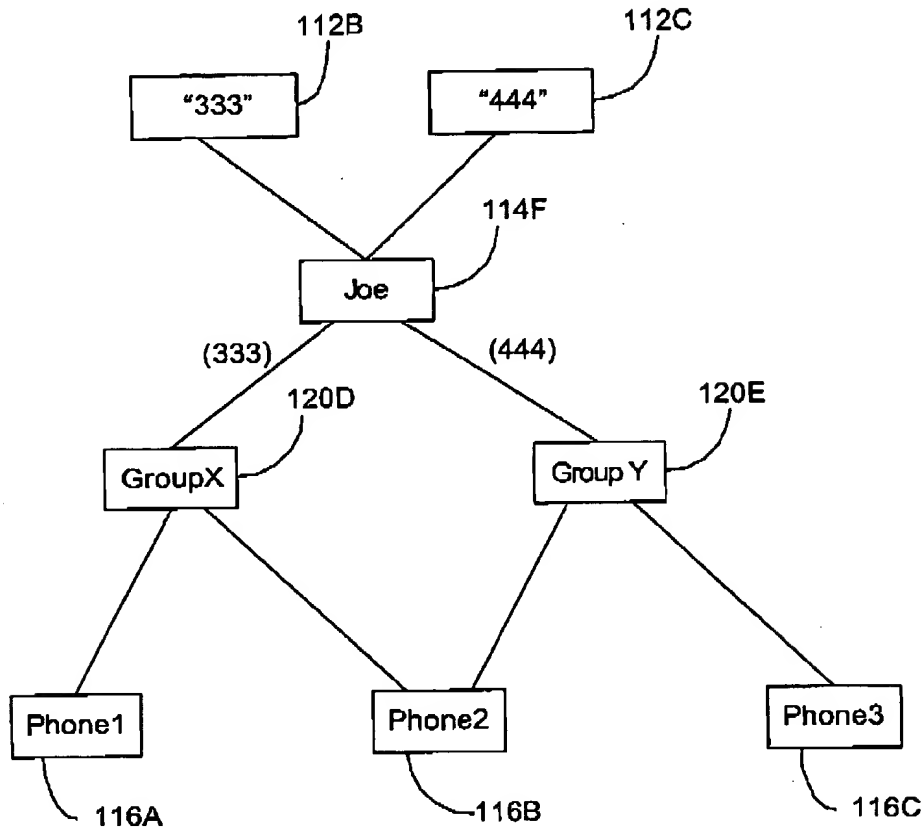


Figure 16

Application No. 09/823,991
Amendment dated: February 10, 2004
Reply to Office Action dated November 10, 2003

Page 37 of 43

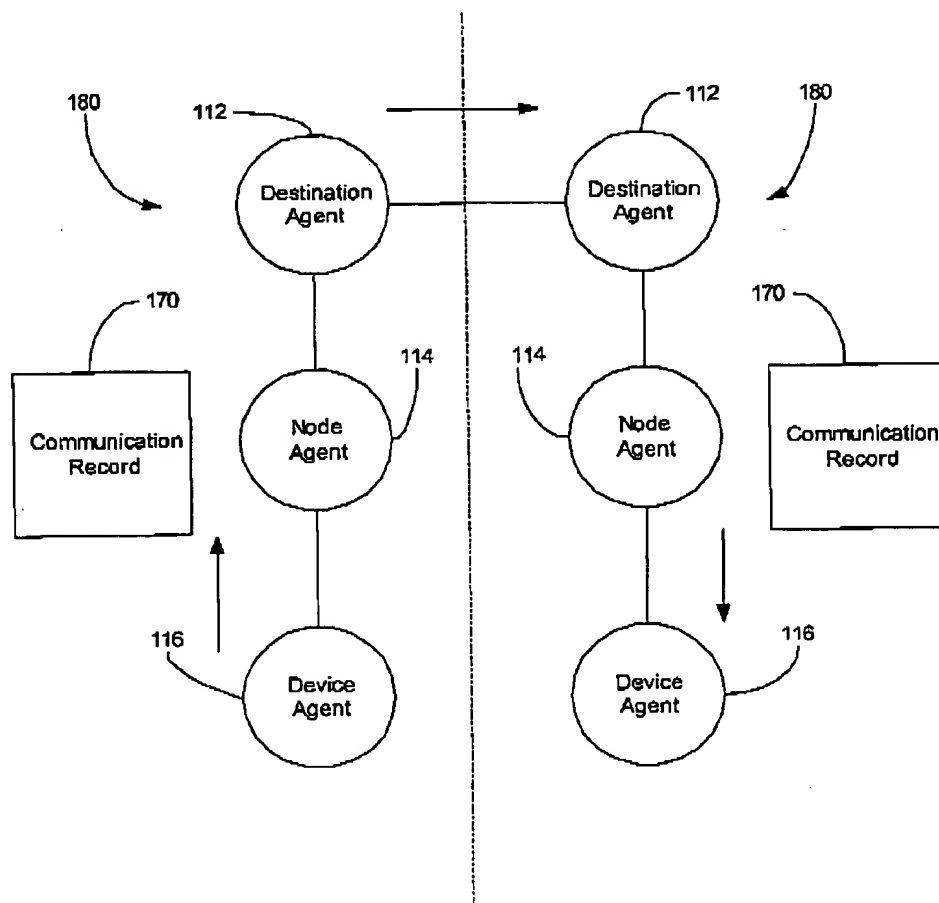


Figure 17

Application No. 09/823,991
Amendment dated: February 10, 2004
Reply to Office Action dated November 10, 2003

Page 38 of 43

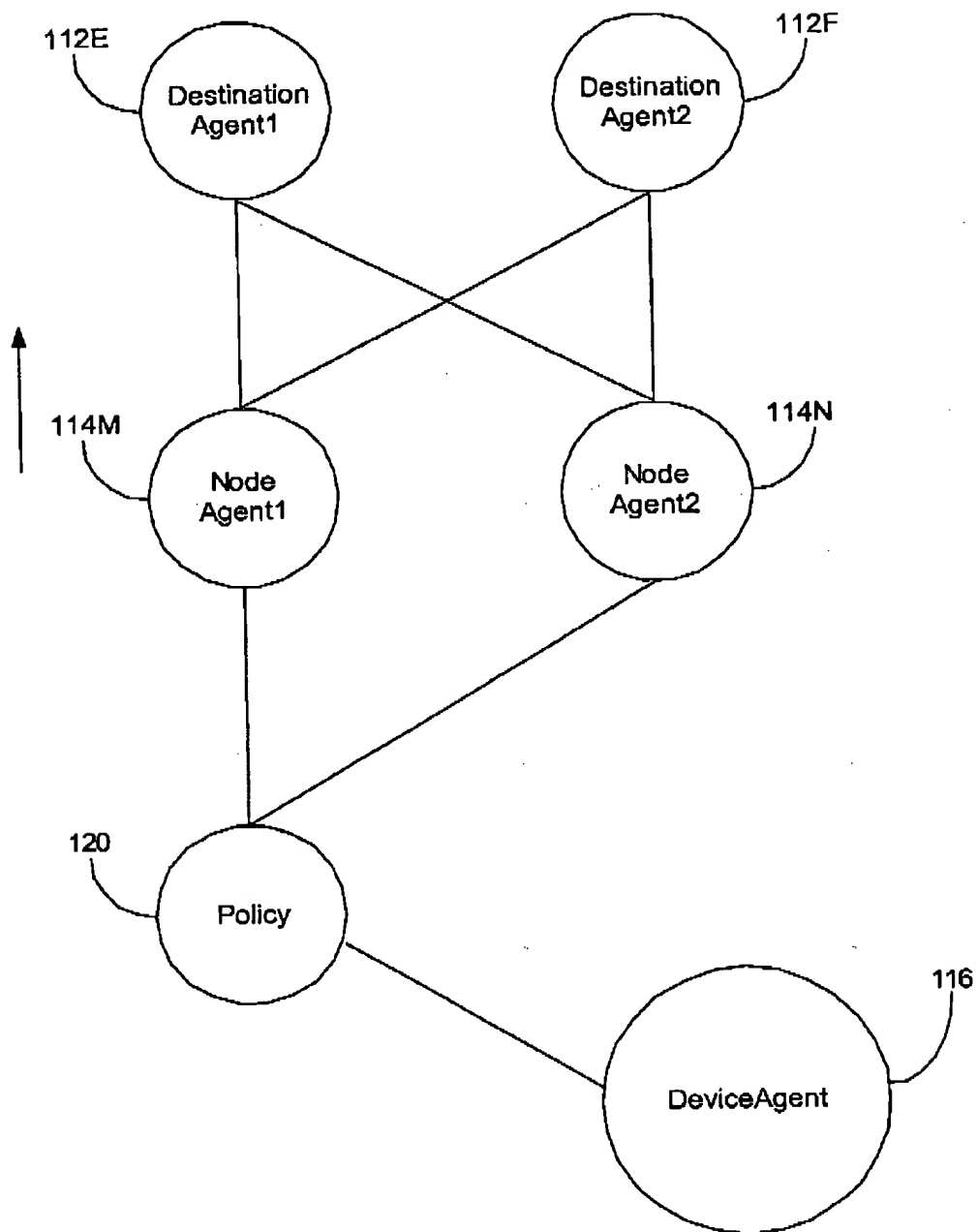


Figure 18

Application No. 09/823,991
Amendment dated: February 10, 2004
Reply to Office Action dated November 10, 2003

Page 39 of 43

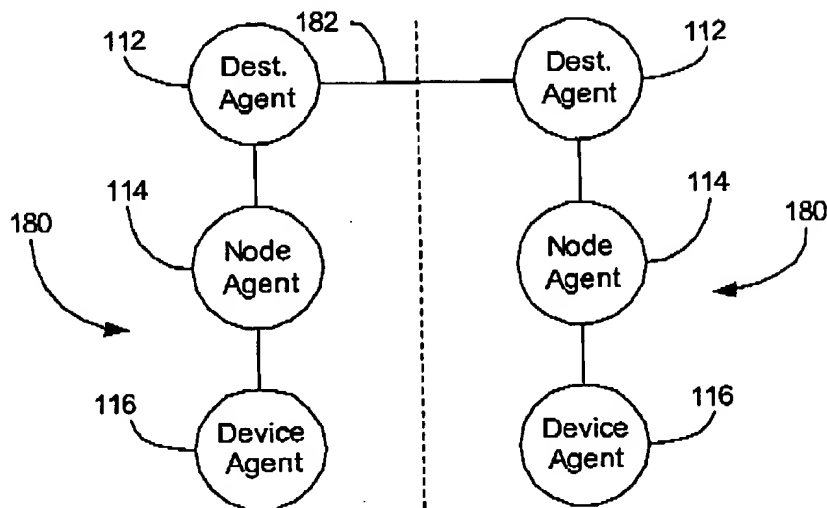


Figure 19A

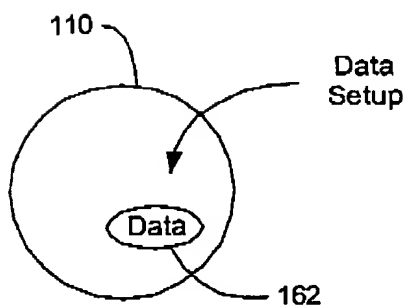


Figure 19B

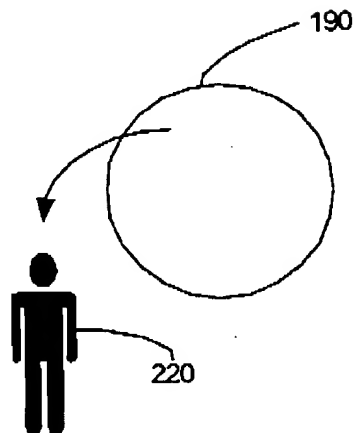


Figure 19C

Application No. 09/823,991
Amendment dated: February 10, 2004
Reply to Office Action dated November 10, 2003

Page 40 of 43

Type 1 Features

- Hold
- Transfer
- Hot Line
- Call Forward
- Conference
- Swap
- Camp On
- Queue
- Call Park

Figure 20A

Type 2 Features

- Turn on/off Do Not Disturb
- Turn on/off Forwarding
- Change Forwarding Destination
- Program Speed
- Calls

Figure 20B

Type 3 Features

- Auto Attendant
- Voice Mail
- In Queue IVR
- Log In

Figure 20C

Application No. 09/823,991
Amendment dated: February 10, 2004
Reply to Office Action dated November 10, 2003

Page 41 of 43

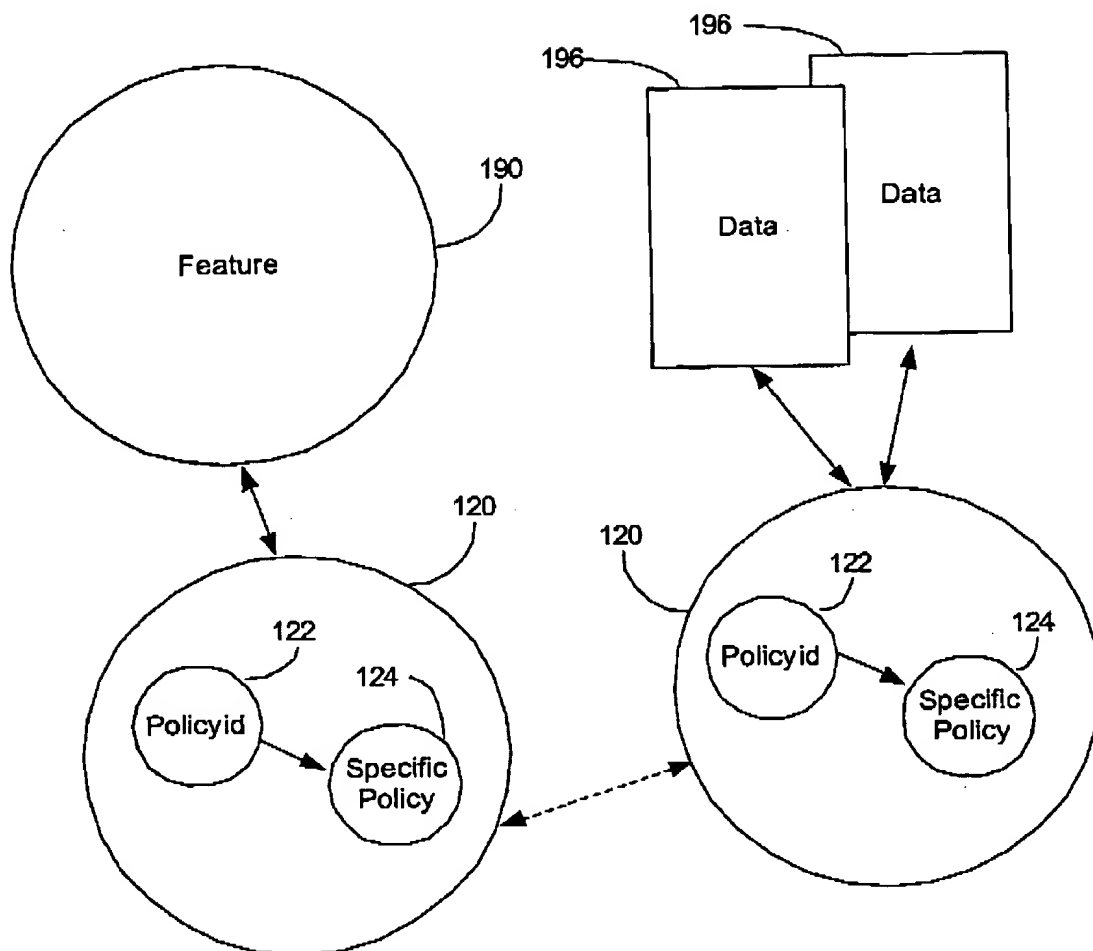


Figure 21

Application No. 09/823,991
Amendment dated: February 10, 2004
Reply to Office Action dated November 10, 2003

Page 42 of 43

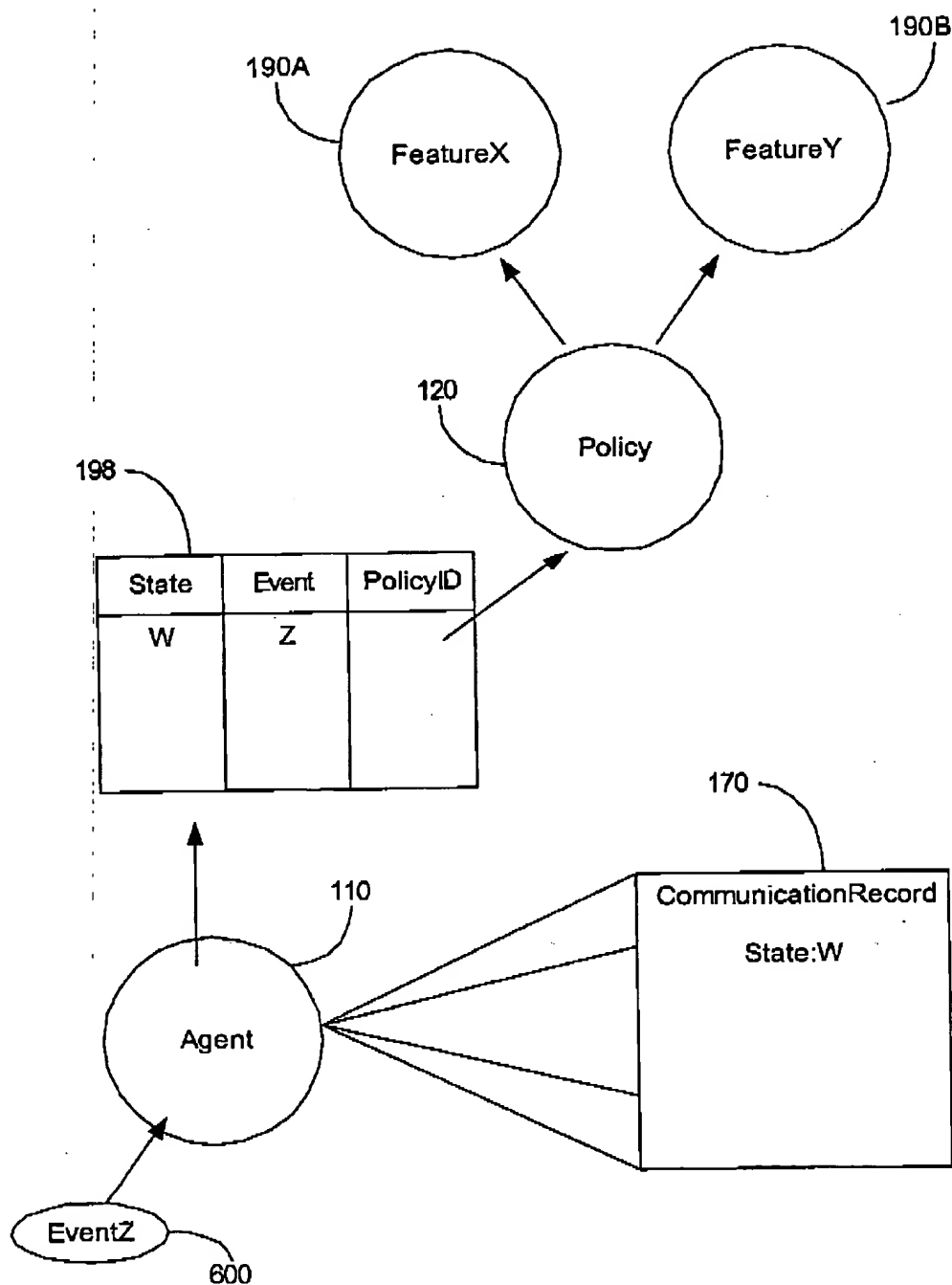


Figure 22

Application No. 09/823,991
Amendment dated: February 10, 2004
Reply to Office Action dated November 10, 2003

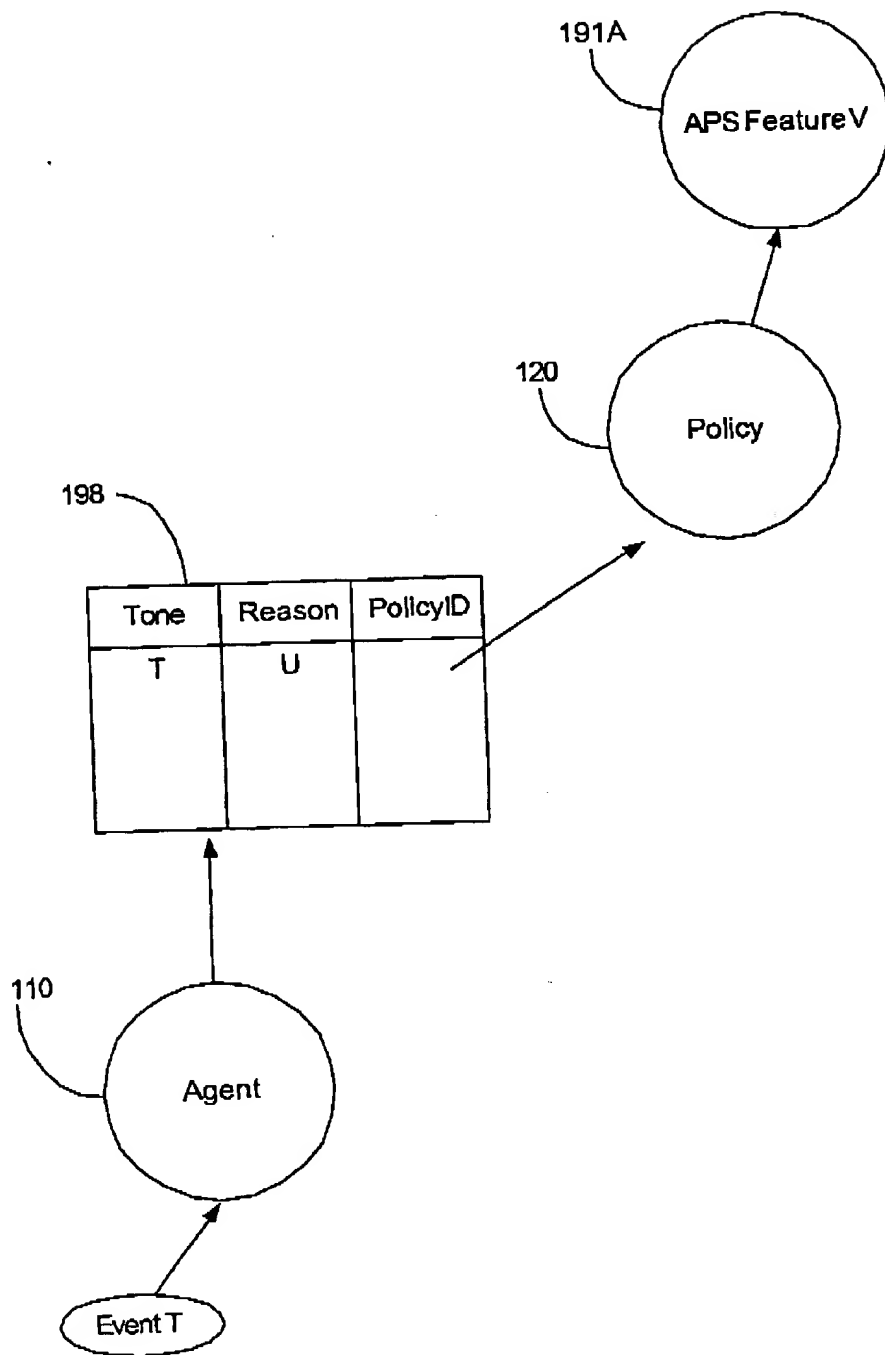


Figure 23